

Flixton Road Medical Centre
Friends and Family Test Feedback Report
Month: November 2023

Total Responses: 198

Link: <https://www.flixtonroadmedicalcentre.nhs.uk/patient-group/friends-and-family-test/>

Questionnaire

Friends and family test

Thinking about your GP practice *

Overall, how was your experience of our service?

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor
- Don't know

Please can you tell us why you gave your answer?

Please tell us about anything that we could have done better

Privacy *

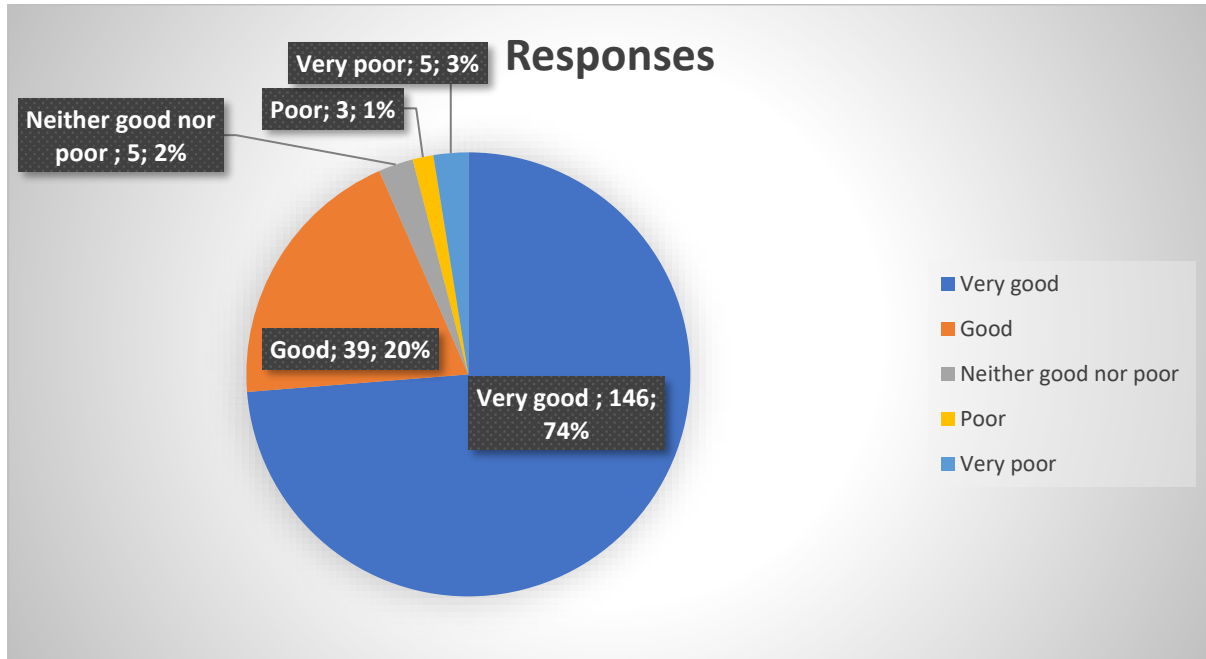
Your reply will be completely anonymous but we may wish to publish the comments you have made. Please change the option below if this would NOT be ok.

- Yes this can be made public (it will always be anonymous)**
- Please keep this private

Please note that no medical information or questions will be responded to. The information you supply us will be used lawfully, in accordance with the Data Protection Act 1998. The Data Protection Act 1998 gives you the right to know what information is held about you, and sets out rules to make sure that this information is handled properly.

Submit

Thinking about your GP practice
Overall, how was your experience of our service?



Rating	Responses	Overall %
Very good	146	74%
Good	39	20%
Neither good nor poor	5	2%
Poor	3	1%
Very poor	5	3%

Please can you tell us why you gave your answer?

Very good

1. Efficient
2. The staff were very helpful and friendly.
3. Excellent efficient service as always
4. Services Very good friendly staffs
5. Everything went to plan, and the nurse was lovely.
6. Friendly staff, competent nurse also very skilled at communicating.
7. Clear and easy system. Phone call and Appointment sorted really quickly.
8. Because doctor was very friendly and listened to my concerns then gave the appropriate treatment
9. All ok
10. Got to see doctor of my choice in 5 days no problem.
11. Easy to access services, deal with you holistically not just in silo. Feel like I'm given time and that my health is cared for.
12. The doctor gave me time to talk about my issues and was understanding, helping me understand what was or might have been going on, he made me feel as though I was a person and not a number.
13. Seen on time and GP dealt with the problem very efficiently.
14. Was dealt with professionally.
15. Helpful
16. On time appointment. Staff all very friendly and efficient. Very happy.
17. I had a blood test, and the phlebotomist was nice and friendly and did a great job.
18. Convenient time felt listened to, well informed and action taken.
19. A friendly doctor
20. They are always fantastic at Flixton Road medical centre Urmston, great staff, thorough understanding Doctors. Always a great service
21. Appointment was on time.
22. On time and very informative, and polite.
23. Really helpful and helped get my daughter an appointment at short notice.
24. Nurse was amazing. I felt really listened to and she provided me with the information I needed. Thank you.
25. Caring
26. Answered concisely and terminology I understood.
27. Everything was as planned!
28. Prompt and thorough appointment.
29. Made you feel welcome like any other doctor and very helpful with my Ailments thank you.
30. I got an appointment within one day.
31. I don't have any problems with the service.
32. First appointment given was not convenient due to work, another apt was made quickly at preferred time and receptionist was lovely and very helpful.
33. GP was nice and friendly and listened.
34. very helpful made me feel at ease.



**Flixton Road
Medical Centre**

35. Quick response and same day appointment. Friendly reception team and a lovely doctor.
36. My experience was good the doctor was so nice the way he listened to me very happy.
37. My first visit so apprehensive, staff were very kind and put me at ease. Dr was very understanding and helpful.
38. Told why everything was done.
39. Nurse was very informative and assisted with my queries. Seen in time.
40. It is always good. Straightforward and easy service. Incredible availability at the weekends!
41. The doctor I saw on the 19/11 was amazing, for the first time I felt heard. Thank you. Ask my GP is great as well always get a response within a reasonable time frame.
42. The doctor explained everything clearly and put my mind at rest.
43. Dr is very Professional, always listens intently, non-judgemental, caring , empathic he gave me a tissue as I was crying ,makes you feel respected and listened to , the reception staff always polite and they gave me water when I requested it as I felt sickly as had taken an antibiotic Thankyou
44. Always a very good service
45. Staff were pleasant, appointment with nurse was carried out in a relaxed, informative manner.
46. I haven't seen a GP in 14 years and was very nervous. I felt comfortable around the Dr straight away and was made feel at home. I struggle to get things out and it wasn't the case with her because of how I was approached. I am very thankful for my appointment.
47. Friendly staff and excellent facilities
48. Prompt review arranged for unwell child. Thorough assessment with safety netting advice given. My little one loved the sticker, thanks!
49. Dr very supportive
50. Good service and the doctor engaged in conversation.
51. Very helpful caring doctor
52. Very efficient Doctor was very thorough and fantastic especially as it was mental health concerns.
53. Informative phone call with doctor
54. Prompt service when I phoned for an appointment. Saw a doctor within 3 hours and he was patient, understanding and thorough in his time with me.
55. Immediate appointment and friendly GP
56. I was well looked after by all staff.
57. The doctor I seen was very thorough, helpful, listened to what I had to say. Very satisfied with my visit.
58. I found Dr very knowledgeable about my most recent visit for an ADHD diagnosis. With my mental health.
59. Dr is attentive, even when you come with a few problems.
60. The doctor was very thorough and very nice did not feel rushed at all.
61. The doctor I saw was very professional, polite, helpful very pleased with his help. Nothing
62. Great care
63. Response time was good 👍
64. Got a call the day I put request in and was seen on the day. Dr was on time. Felt like she listened thoroughly and checked my daughter over well and provided a great service.
65. Dr. was very nice, listened to what you have to say. She sorted my medication examined me and gave advice.
66. Very empathetic appointment I felt listened to and considered.



**Flixton Road
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67. Very efficient nurse
68. Overall I am very happy with the practice. Sometimes things take a bit longer than usual, but I would say more so with hospitals referrals than the practice itself. Everyone is as helpful as they can be.
69. I had appointment on Sunday which was convenient for me.
70. On time, quick efficient service.
71. Very nice doctor
72. Prompt appointment and thorough investigation into my ailments
73. Always give good service.
74. Excellent and friendly nurse who completed my appointment.
75. Seen on time. Quick and efficient. Pleasant staff
76. Prompt good service
77. Dr was very patient and attentive listening to my issues and requirements and is looking into some issues I have been having. That will need a follow up.
78. It was a quick and efficient service provided.
79. I had expected to see a doctor I had met on previous occasions and who found heart problems, digestive problems and nodules that turned out to be cancer in September 2021. This Doctor has apparently left the surgery and I was seen by the resident Dr. I found him to be very professional, kind and reassuring. I hope that if, in the future, I need medical attention, Dr would be prepared to see me. I would, however, like to apologise to him if he thought I was in any way impolite. I was just surprised that two Doctors should have the same name. I was happy with my visit. Thank you.
80. Kind considerate receptionist and extremely caring GP. Never rushed.
81. After weeks of suffering, I was finally given attention and time.
82. Very understanding and helpful GP, kind receptionist and I was seen close to my appointment time / not much waiting.
83. Felt that I was listened to & treated in a courteous professional way by all.
84. The appointment went smoothly, and they looked after my every need. The doctor was great and the reception staff pleasant and helpful.
85. Kate the nurse was very lovely, professional, calming, and knowledgeable.
86. Dr was very good. Talked to me whilst doing my Blood pressure.
87. Very nice doctor very good at explaining things.
88. Friendly helpful
89. Lovely staff
90. Once I got to see GP excellent service.
91. Good doctor
92. Very helpful and professional
93. Good service.
94. I was seen the same day.
95. Professional service by all.
96. Appointment given in a Timely manner.
97. On time health care assistant very pleasant
98. Very efficient service, Nurse Sophie explained everything well.
99. In and out and on time.
100. You rang when cancellation and appointment Saturday . Having a 7 day service is so vital to all moving forward so thank you.
101. It was nice having face to face app.



**Flixton Road
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102. I was seen promptly; my GP had communicated with me beforehand. I felt that I was listened to, and my concerns addressed.
103. Because Dr Gill is a great doctor
104. Quick response and face to face appointment. Referral for X Ray.
105. Dr Fasanya was very helpful, and the sign in service was easy. I felt listened to and was happy with the support offered. Dr Fasanya answered all my questions too.
106. I wanted a blood test, and this is what the GP agreed to do
107. I was seen on time, Doctor was very pleasant, thorough & effective.
108. No issues with appointment booking.
109. Reception staff very polite and courteous. Prompt attention and instructions. Dr explained options about my problems and was very informative whilst discussing my needs.
110. We had wrong appt time, but the nurse was still able to fit us in with our injections thankfully as we are due to go on holiday.
111. The vaccinations were explained well, and they were injected gently.
112. Very empathic Staff, professional, supportive and I was really listened to.
113. The nurse who gave me B12 was very nice as is all your nurses.
114. Reception staff always polite and helpful. Appointment on time. Dr. was extremely thorough and very pleasant to talk to.
115. Very friendly and competent practitioner.
116. Professional and took time to listen.
117. Booking in on screen was easy & appointment on time.
118. Good
119. Dr was very professional, kind & considerate during my consultation. I left feeling valued & listened to regarding my symptoms. Treatment & further blood tests arranged.
120. Compassionate, reassuring, and friendly
121. A quick response and an appointment the same day. Lovely GP.
122. The response time is rapid, and doctors couldn't be more helpful. Communication and keeping you up to date is fantastic.
123. Very helpful
124. Everyone very friendly and helpful

Good

1. Quick check in. Appointment 5 mins late.
2. We got an appointment very quick. The doctor was nice, knowledgeable and I am very glad of her care and expertise. We did have a long wait but clearly there was some very ill people needing treatment before us.
3. Clinician was pleasant and helpful.
4. Dr saw a potential threat to my health and arranged an emergency blood test and further appointment hospital on Monday.
5. Helpful and knowledgeable.
6. Referred onto appropriate specialist.
7. I got an appointment on the same day. Whenever I ring the practise receptionists are always pleasant and helpful.
8. Because Dr. got me the medication that I needed after a brief consultation on the same day as I phoned.
9. Doctor was very good.



**Flixton Road
Medical Centre**

10. Lovely and proactive GP, nice reception staff
11. Helpful staff
12. Easy to contact and helpful staff
13. Got prescription needed.
14. Appointment took too long to arrive but all good from there on
15. On time, not too long to wait for an appointment.
16. Good not very good as waited longer and didn't want to get it touch again.
17. Dr was very helpful, but trying to get an appointment took over a week I had to ring surgery after 8 days didn't even get confirmation of my request.
18. Useful getting a weekend appointment but still running behind when arrived for appointment.
19. My appointment with the GP was very good and had the appointment not been 15 minutes late, I would have given it very good. But I would rather have to wait for an appointment than feel rushed when I get into the room. She listened to me, explained what she planned to do. I felt I left the room knowing what was going to happen next.
20. Quite good to identify the problem.
21. The doctor was excellent. Really understanding, patient and thorough.
22. I was able to get seen quickly and start on my meds that same day.
23. Appointment was on time and nurse was very friendly and efficient.
24. The doctor I saw was nice and she explained things to me so I could understand.
25. My first telephone appointment was given a window of 3 hours which isn't practical with my job and then the call was half an hour after the end of the window, and I missed it. However, I was able to arrange an in-person appointment and the doctor was very good.
26. Service is adequate in that I had to wait a week for an appointment, however I found that Dr to be very good in that he was very welcoming and interested in what I needed to see him for.
27. The doctor listened to my concerns and gave me advice that was helpful.
28. No long wait once checked in. Thought on that visit for the medical issue, that it wasn't delt with thoroughly enough.

Neither good nor poor

1. Didn't really listen to me about my problem, did not sign the prescriptions so they could not be dispensed I was not reassured at all, sorry.
2. I found some of the reception staff could have better attitudes.
3. Because I sat in traffic for an hour and missed my appointment
4. Always seem wait too long for appointments & feel I must chase everything up.
5. While I think the dr's intentions were good, I feel I was unnecessarily sent to paediatric a&e with my son. He told me they were expecting me, and it would be quick, but they weren't expecting me. The issue I came in with was reasonably minor and not urgent, and while I understand he was struggling to diagnose it, I think the referral to a&e was unnecessary and he perhaps could have sought a second opinion from another dr in the practice before doing so.



Poor

1. I was asked to drop a urine sample off any time between 9 to 5. As I travel to work my partner dropped it off in her lunch break at 12.24. She was told they do not accept urine samples after 12 noon, and I would need to supply another sample tomorrow. My wife explained that it might be difficult as I will be out at work and anyway it was only just gone 12 and only needed dipping. The receptionist already had a pot of urine in front of her waiting for dipping. The receptionist was being petty and needs to recognise that people live in the real world and must work. Not happy with pettiness and cannot drop another sample off tomorrow so once again won't receive health care support because of a decision made by an unqualified box ticker.
2. Long waiting times to receive prescriptions, no explanation for the delay. Ask my GP opening times are very limited. Very difficult to get a face-to-face appointment.
3. I asked for an appt to see the nurse the same or next day. I was advised the appts were all taken but if I disclose the reason for the urgent appt I may be offered one.

Very poor

1. Had Dr for the first time. I came on time for my appointment, and when I saw the doctor, I tried to raise all the concerns that I had. However, the doctor seems unmannered and was rushing. Gestures such as standing up before I explained my all concerns. Told me very rudely that I addressed 3 issues instead of 1 issue that she only got 10 minutes to diagnose 1 issue, I cried at that point as I felt very unsupported, and she said that in a very impolite way. I told the doctor this is not the way you should talk to patient, and you could have said it in a polite mannerism. She apologised.
2. Can't get an appointment.
3. The appointment took place 55 minutes after the appointment time.
4. I attended with my mother, I felt that the GP didn't understand the reason for the apt, even when he was told, put notes on a folded piece of paper not very professional.
